



3 1223 06803 2904

T28
• 7

FY 2000-01

Department of Telecommunications
and Information Services



Annual Report 2000-2001



DOCUMENTS DEPT.

MAR 22 2002

SAN FRANCISCO
PUBLIC LIBRARY

D

REF
354.75
Sa578a
2000/2001



SF
T28
•7

FY 2000-01

Department of Telecommunications
and Information Services

Annual
Report
2000-2001



DOCUMENTS DEPT.

MAR 22 2002

SAN FRANCISCO
PUBLIC LIBRARY

5/S

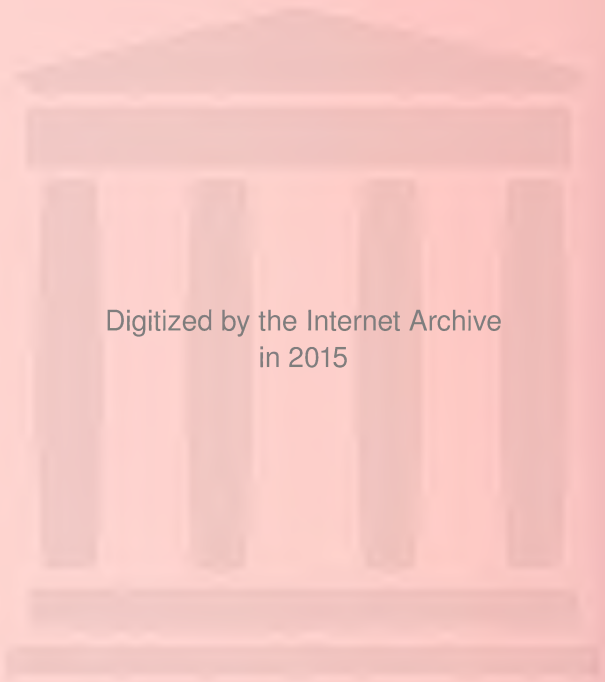


San Francisco Public Library

Government Information Center
San Francisco Public Library
100 Larkin Street, 5th Floor
San Francisco, CA 94102

REFERENCE BOOK

Not to be taken from the Library



Digitized by the Internet Archive
in 2015

https://archive.org/details/annualreportdep2000sanf_0

I'M LIZA LOWERY, CHIEF INFORMATION OFFICER FOR THE CITY AND COUNTY OF SAN FRANCISCO AND DIRECTOR OF THE DEPARTMENT OF TELECOMMUNICATIONS AND INFORMATION SERVICES.

SAN FRANCISCO'S ADMINISTRATIVE CODE REQUIRES EVERY BOARD, COMMISSION AND DEPARTMENT OF THE CITY AND COUNTY TO PREPARE AN ANNUAL REPORT DESCRIBING ITS ACTIVITIES.

THIS YEAR, WE'VE PREPARED THE FOLLOWING MULTIMEDIA REPORT TO FULFILL THESE REQUIREMENTS. WE HOPE THAT IT SERVES AS A MODEL OF WHAT CAN BE DONE WITH TODAY'S ADVANCED TECHNOLOGIES.

WE UNDERSTAND THAT OUR DEPARTMENT EXISTS TO SERVE OUR CUSTOMERS, BOTH INTERNAL TO THE CITY – THE OTHER DEPARTMENTS, AND EXTERNALLY – THE PUBLIC.

OUR CAUSE, OR REASON FOR BEING, IS “USING TECHNOLOGY TO BETTER SERVE THE COMMUNITY.” THIS STATEMENT MEANS THAT THE END RESULT OF ALL OF OUR EFFORTS IS TO IMPROVE GOVERNMENT SERVICES, WHICH IN TURN IMPROVES OUR COMMUNITY AND THE LIVES OF THE CITY'S CUSTOMERS – INDIVIDUALS AND GROUPS OF INDIVIDUALS WHO LIVE, WORK, AND/OR VISIT OUR COMMUNITY, PHYSICALLY, AND VIRTUALLY THROUGH THE INTERNET.

ALTHOUGH MANY POLICIES, PROCEDURES, AND RULES DIRECT OUR DAILY ACTIVITIES, THE DEPARTMENT HAS DEVELOPED NINE PRINCIPLES THAT GUIDE BOTH OUR DAY-TO-DAY DECISION-MAKING AND LONG TERM PLANNING.

THESE NINE PRINCIPLES MAY BE REVIEWED AT THE END OF THE VIDEO BY CLICKING THE NAVIGATIONAL BAR AND OPENING THE SECTION TITLED “DEPARTMENT.”

THESE GUIDING PRINCIPLES FOCUS ON CUSTOMER SERVICE, BEING STEWARDS OF THE PUBLIC, PROFESSIONAL DEVELOPMENT, ETHICAL DECISION MAKING, AND CONTINUOUS IMPROVEMENT.

THE DEPARTMENT OFFERS SIX CORE SERVICES TO OUR CUSTOMERS:

CITIZEN INTERACTIVE SERVICES

E-GOVERNANCE

APPLICATION PORTFOLIO MANAGEMENT

ENDUSER SUPPORT SERVICES

COMMUNICATION INFRASTRUCTURE SERVICES AND SUPPORT

BUSINESS INTEGRATION AND TRANSITIONAL SUPPORT

EACH CORE SERVICE WILL BE HIGHLIGHTED IN MORE DETAIL LATER IN THE REPORT BY THE DEPARTMENT'S SENIOR MANAGEMENT TEAM.

AS THE DIRECTOR OF THE DEPARTMENT, IT WAS IMPORTANT FOR ME TO DEVELOP AN IMPROVEMENT PLAN THAT CLEARLY ARTICULATES OUR CAUSE OR REASON FOR BEING AND OUR GUIDING PRINCIPLES.

ADDITIONALLY, THE DEPARTMENT WAS RESTRUCTURED THIS YEAR IN A MANNER THAT IMPROVES TODAY'S DELIVERY OF SERVICES AND PREPARES US FOR THE FUTURE.

WE'VE ESTABLISHED FOUR DIVISIONS:

POLICY & PLANNING,

BUSINESS SERVICES,

OPERATIONS AND INFRASTRUCTURE,

AND TECHNOLOGY SERVICES.

EACH DIVISION HEAD WILL EXPLAIN THEIR CORE SERVICES AND HIGHLIGHT SEVERAL OF THEIR ACCOMPLISHMENTS IN THE PAST YEAR

DENISE BRADY, DEPUTY DIRECTOR OF THE DEPARTMENT AND LIAISON TO THE MAYOR'S OFFICE AND THE BOARD OF SUPERVISORS, IS RESPONSIBLE FOR THE POLICY AND PLANNING DIVISION.

(BREAK)

WE'RE LOOKING FORWARD TO THE COMPLETION OF THE E-NET PROJECT BECAUSE OF ITS RELIABILITY AND SCALABILITY. IT WILL ALSO SERVE AS THE FOUNDATION FOR THE DESIGN AND ARCHITECTURE OF THE CITY'S ENTERPRISE NETWORK.

THE BUSINESS SERVICES DIVISION, FORMERLY KNOWN AS FINANCE AND ADMINISTRATION, IS LED BY CHRIS VEIN, OUR CHIEF ADMINISTRATIVE OFFICER. CHRIS WILL POINT OUT SOME OF THE CHANGES THAT HAVE OCCURRED IN THIS DIVISION AND HIGHLIGHT ITS ACCOMPLISHMENTS FOR THE PAST YEAR.

(BREAK)

THE TECHNOLOGY SERVICES DIVISION IS KEY IN PROVIDING THE DELIVERY OF CITY SERVICES.

ROD LOUCKS, THE CITY'S CHIEF TECHNOLOGY OFFICER, LEADS THIS DIVISION. ROD WILL EXPLAIN THE SERVICES HIS DIVISION PROVIDES AND HIGHLIGHT ACCOMPLISHMENTS FROM THE PAST YEAR.

(BREAK)

(BREAK)

THE MIGRATION OF LOTUS NOTES IS A MAJOR ENTERPRISE PROJECT. WE LOOK FORWARD TO A SUCCESSFUL MIGRATION OF ALL CITY DEPARTMENTS ONTO A SINGLE E-MAIL PLATFORM FOR THE FIRST TIME IN THE CITY'S HISTORY.

DANA HOM IS CHIEF OPERATIONS OFFICER AND HEAD OF THE OPERATIONS AND INFRASTRUCTURE DIVISION. THIS DIVISION HAD SEVERAL MAJOR SUCCESSES THIS YEAR. DANA WILL PROVIDE AN OVERVIEW OF THE DIVISION'S CORE SERVICES AND HIGHLIGHT SOME ACCOMPLISHMENTS FROM THE PAST YEAR.

(BREAK)

THE DEPARTMENT HAS MADE SIGNIFICANT PROGRESS SINCE IT WAS CREATED IN 1996, FROM CONSOLIDATION OF THE INFORMATION SERVICES DIVISION OF THE CONTROLLER'S OFFICE AND DEPARTMENT OF ELECTRICITY AND TELECOMMUNICATIONS.

WE'VE BECOME A MORE FOCUSED, INTEGRATED ORGANIZATION WITH COMMON GOALS. WE'RE MOVING IN THE SAME DIRECTION FOR THE FIRST TIME SINCE THE DEPARTMENT WAS CREATED.

AS WE LOOK FORWARD TO NEXT YEAR, WE WILL CONTINUE TO FOCUS ON SERVICE IMPROVEMENT THROUGH IMPLEMENTATION OF BEST PRACTICES INCLUDING ESTABLISHMENT OF A PROJECT MANAGEMENT OFFICE, TRANSFORMATION OF OUR TECHINICAL SUPPORT APPROACH, IMPLEMENTATION OF INTERNAL BUSINESS SYSTEMS THAT SERVE THE ENTIRE DEPARTMENT, COMPLETION OF OUR DEPARTMENTAL BUSINESS PLAN, AND CONTINUATION OF OUR SERVICE IMPROVEMENT TEAMS.

ADDITIONALLY, WE WILL DELIVER TO THE MAYOR A STRATEGIC PLAN FOR TRANSITION TO AN ENTERPRISE APPROACH TO I.T.

THIS PLAN WILL OUTLINE THE PROCESS AND TIME LINE FOR CENTRALIZING OVERSIGHT OF THE CITY'S TECHNOLOGY RESOURCES AND DEVELOPING THE CITY'S I.T. STRATEGIC PLAN.

THE TELECOMMUNICATIONS COMMISSION WAS ESTABLISHED IN 1997 BY THE BOARD OF SUPERVISORS AS AN ADVISORY BODY TO THE MAYOR, THE BOARD OF SUPERVISORS AND CITY DEPARTMENTS.

THE PRIMARY OBJECTIVES OF THE COMMISSION INCLUDED DEVELOPING A TELECOMMUNICATION PLAN, AND OVERSEEING THE CITY'S CABLE

FRANCHISES AND THE PUBLIC, EDUCATION AND GOVERNMENT CABLE
TELEVISION CHANNELS.

LET ME INTRODUCE THE COMMISSIONERS: PRESIDENT ERNEST JACKSON,
VICE PRESIDENT KIM BOGEN, COMMISSIONER DAVID ELLINGTON AND
COMMISSIONER JAN MASAOKA. AND NOW, PRESIDENT JACKSON.

(BREAK)

I AM PLEASED TO ANNOUNCE THAT THE TELECOMMUNICATIONS PLAN IS
DRAFTED AND EXPECTED TO BE ADOPTED BY THE BOARD OF
SUPERVISORS AND THE MAYOR IN EARLY 2002.

I HOPE YOU FOUND THIS REPORT TO BE INFORMATIVE AND USEFUL, AS
WELL AS A GREAT DEMONSTRATION OF WHAT CAN BE DONE WITH
TODAY'S TECHNOLOGIES. WE INVITE YOUR COMMENTS AND FEEDBACK.

THANK YOU.

I'm Denise Brady, Deputy Director of the Department of Telecommunications and Information Services.

In addition to my duties as the Deputy Director, I oversee the Policy and Planning Division in the Office of the Director.

The Policy and Planning team is responsible for cable franchise management, information technology policy, strategic planning, and legislative, regulatory, and judicial tracking and advocacy.

We act as the external voice of the department before the general public, community interest groups, the Mayor, Board of Supervisors, the city's Telecommunications Commission, the State Legislature, the California Public Utilities Commission, the Federal Communications Commission, and on Capitol Hill.

Last year, with the support and encouragement of the Mayor and the department, I was voted the President-elect of the Board of Directors of the National Association of Telecommunications Officers and Advisors, also called NATOA.

I would now like to highlight some major accomplishments of the Policy and Planning team in the 2000-2001 fiscal year.

We are pleased to have successfully negotiated and gained Board of Supervisors' approval for the first competitive cable television franchise in San Francisco granted to RCN in October 2000.

A cable franchise is the contractual authorization that cable television providers are required to obtain before installing equipment on public property, specifically, in city streets.

In addition to cable franchise negotiations, my team managed a major construction bond project that will connect city buildings with a city-owned high-speed fiber optic telecommunications network.

When this enterprise network (or E-Net) is fully operational in January 2002, the city will have a reliable and scalable fiber optic network that can provide city government buildings with state-of-the art connectivity for data and other services.

In constructing the fiber network, we were able to use existing conduit in the streets thereby significantly reducing disruption as well as cost. As a result, the San Francisco E-net cost ninety-five percent less than a comparable network requiring street excavation. Because of these efficiencies, we will complete this project on time and under budget.

Also this year, my division completed the extensive research and initial draft of the city's Telecommunications Plan in collaboration with the Telecommunications Commission. The Telecommunications Plan will serve as a strategic tool to guide the department's decisions regarding the role of telecommunications in both the work of the city government and the lives

of our citizens. Ernest Jackson, President of the Telecommunications Commission will speak more about the Telecommunications Plan in a moment.

With all of these successes, the Policy and Planning Division looks forward to another productive year.

Our goals for the upcoming year include implementation of the Telecommunications Plan and the creation of a citywide Information Technology Strategic Plan that will guide how IT projects are developed, purchased, and maintained in the San Francisco city government. As a result of these efforts, we will also develop and establish citywide policies and standards governing the use of information technology.

The Policy and Planning Division continues to be a proactive leader in information technology and telecommunications issues effecting city government.

Business Resources Division

My name is Chris Vein and I serve the Department of Telecommunications and Information Services as its first Chief Administrative Officer. Our purpose is to provide business knowledge, advice, and services that enable the Department to meet the needs of its customers, including City Departments, the general public, and public and private organizations.

This is a huge responsibility. To better meet this challenging goal and purpose my team and I worked to reorganize the way we are structured.

Specifically, to those core services already in the Division –

Financial Management
Human Resources and
Administrative Services

We reorganized and added new core services –

Contracts
Procurement, formerly known as General Services
Planning Services, and
Safety Services

I am proud to say that the Business Resources Division now provides the most comprehensive array of business products and services ever offered in the history of the Department of Telecommunications and Information Services.

The Financial Management Unit plans, directs, and coordinates activities to maximize the strategic use of financial resources and day-to-day fiscal operations directly for the Department, and indirectly, for the City.

There are two Financial Management Unit accomplishments that I want to highlight:

The unit designed, built, and implemented a new automated rate development structure that more accurately captures the true cost of the Department of Telecommunications and Information Services' products and services.

The unit also successfully advocated for our customers and ourselves in getting much needed funding for Enterprise Projects such as the City's new e-mail System, Customer Projects such as funding for the JUSTIS project, and internal projects that allow us to continue providing a high level of service.

The Human Resources Unit plans and directs activities to maximize the strategic use of human capital and coordinates the department's day-to-day personnel operations.

Of the many accomplishments of this Unit, two stand out:

Processed 2,584 job applications, filling 48 positions. Amazing in the best of times, this is a truly remarkable feat with the tight information technology job market.

Participated in city-wide labor negotiations that resolved many long standing issues.

The Administrative Services Unit plans, directs, and coordinates activities to maximize the strategic use of day-to-day operations directly for the Department and, indirectly, for the City.

I would like to highlight one accomplishment of this Unit:

Through the services of a dedicated switchboard team, we answered over 46 thousand incoming phone calls.

The Contracts and Procurement units maintain centralized control over contracts and procurement directly for the Department of Telecommunications and Information Services, and for our customers, serving as both a resource and administrator of contracts and purchasing.

I would like to highlight three accomplishments of these Units:

By focusing on those agreements where economies of scale could be recognized, the Department renegotiated two primary data voice contracts, saving 18 percent on multi-million dollar annual agreements.

With the approval of the Board of Supervisors, the Department of Telecommunications and Information Services made headway into putting money back into the local information technology community by directly and indirectly contracting with vendors. One of the most significant changes was to our Pacific Bell Contract, where we successfully negotiated a **20 percent cost reduction, saving an estimated \$7.4 million annually.**

Working closely with the Committee on Information Technology, the Department of Telecommunications and Information Services Contracts Unit created a new method for managing IT capital assets. As a result, one customer department will save up to thirty percent by having the option of trading in older equipment for new state-of-the-art equipment.

The Business Resources Division has an experienced and dedicated staff, I'm proud of our accomplishments this year. We look forward to meeting the challenges we have set forth for next fiscal year.

Hello, I'm Rod Loucks, the City's Chief Technology officer and head of the Technology Services Division of the Department of Telecommunications and Information Services. Our purpose is to strategically implement technology solutions that enhance and support the City's delivery of services. Our goal is simple-to be the best provider of technology solutions.

The core services provided to the customers of the Technology Services Division fall into three categories: Citizen Technology Services, Client, or Departmental, Technology Services and Project Resource Management.

The purpose of the Citizen Technology Services unit, also known as the Electronic Government or E-Gov group, is to use multiple delivery channels to serve the citizens and businesses of San Francisco. The E-Gov group exists to facilitate access to information, encourage participation in the democratic process and provide City services anytime and anyplace.

A key component of this effort is the city's web site, which can be accessed at www.sfgov.org. This year the web site was expanded to provide quick access to information about City services provided by an ever-growing number of City departments and agencies. In addition, the SFGov website promotes transparency of government. Citizens can easily access regulatory information and even the minutes of all board and commission meetings with just a few clicks of their mouse. Even more exciting, SFGov provides a set of valuable online services. Citizens can now easily request birth and death certificates or pay their property taxes online. Businesses can use easy web forms to renew their business registrations, obtain permits and file their taxes.

The number of people using the City's on-line services is growing as shown by the steadily rising number of page views per month, by June 2001 the number of page views per month exceeded one point four million. Some popular sites include neighborhood information, job listings and Board of Supervisors information.

The other service provided by the E-Gov group is CityWatch, the City's government cable television channel. CityWatch is currently cablecasting fifteen different public meetings on a regular basis, creating an average of 26 hours of meeting-related programming per week.

Citywatch offers a variety of video production services to city departments, including pre-production planning and coordination, production, graphic design, and video editing. We're proud that Citywatch won two first-place programming awards this year from the National Association of Telecommunications Officers and Advisors.

The purpose of the Client Technology Services unit is to develop systems that meet the needs and requirements of city departments.

One of the most important systems is the Court Management System, which serves the Police department, Sheriff, District Attorney, Public Defender, Trial Courts and the Adult Probation department with court calendars, data extracts and management reports. During the 2000-2001 fiscal year the system ran over 91 thousand jobs, processed an average of over two hundred seventy one thousand user internal queries per month, and processed over two thousand queries per month from outside agencies.

With the support of the mayor's office, the Department of Telecommunications and Information Services has taken the lead in developing a citywide Geographic Information system model. Over the past year, the department has developed a vision for a City-wide Geographic Information System and developed a detailed GIS strategic plan. The Client Technology Services unit has worked with the department of Public Works to plan the transfer of the responsibility for GIS data distribution and enterprise application development to the department beginning with the 2001-2002 fiscal year..

Another big project is the move to an enterprise e-mail system, a project that began in 1997. During the 2000-2001 fiscal year the project was funded and COIT, the Committee on Information Technology, approved the Department of Telecommunications and Information Service's recommendation for an enterprise, or city-wide, approach to e-mail. In January 2001 the department began moving forward with the city-wide electronic messaging project.

The purpose of the Project Resource Management section is to further the department's goal of technology leadership by improving the quality of projects on behalf of our customer

departments and the public. The unit provides technology consulting services, database administration, quality management methods and controls, research and adoption services, as well as technology training for the staff of the Department of Telecommunications and Information Services and other departments.

The Technology Learning Center offers a variety of options to customer departments seeking instructor-lead training including standard desktop classes, technical classes, custom classes, on-site classes, one-on-one training for busy executives and specialized classes. During the 2000-2001 fiscal year the learning center has trained nearly five thousand students and generated a fifteen percent increase in revenue over the previous year. The center expanded its offerings by adding classes in web design, business writing and technical classes required by City professionals .

From one-on one training to cable TV and the internet, the staff of the Technology Services Division of the Department of Telecommunications and Information Services works hard to implement technology solutions that enhance and support the City's delivery of services.

Hello, I'm Dana Hom, Deputy Director for the Operations and Infrastructure Division of DTIS. Our goal is to be the leader in providing a relevant and reliable technology environment for the City and County of San Francisco's local government. The division exists to design, deliver, and sustain the technology resources needed to meet the City's goals.

The core services that we provide to our customers fall into five categories: Customer Service and Technical Support, Enterprise Services, Security Operations, Network Technologies, and Public Safety Operations.

The Operations and Infrastructure Customer Service Technical Support service provides a Technical Help Desk for DTIS and most of the other City departments as well as special support for users of the 911 system. They strive to provide the highest caliber service with fast, friendly, knowledgeable responses to all client inquiries.

Our Enterprise Services staff plan to be the leader in providing Enterprise, or City-wide, Information Technology services to our City government. Serving DTIS as well as most other city departments, the Enterprise services staff design, deliver, and sustain the technology resources needed to meet the City's goals. Enterprise Services includes Computer Room Operations, Hosting Services, Technical Services, a Network Operations Center, and Wide Area Network Infrastructure. Enterprise Services is working to define those core services that can benefit from an Enterprise approach and develop a strategy for consolidation that will make the best use of the City's resources.

Enterprise Services also handles Security Operations including a Hotsite facility, Disaster Preparedness and Recovery operations, and System Security.

Our Network Technologies services include Wireless Services, System Architecture and Design, Network Administration & Support, Communications Services, and Wireless Services, including the City's 800 Mhz radio system. They are responsible for designing, delivering, and sustaining

the technology resources needed to meet the City's goals for Voice, Video and Data convergence.

The Operations and Infrastructure Public Safety Operations include 911 Operations, System Watch, which monitors and provides technical support for the City's 800 Mhz radio system, Central Fire Alarm and Dispatch, and the Public Safety Infrastructure and Network. Public Safety Operations is responsible for designing, delivering, and sustaining the communications and data systems that serve the Emergency Medical Teams, Fire Fighters, Police Officers, and Dispatchers who are on the front line serving the citizens of San Francisco.

We were a key player in the implementation of the new 9-1-1 system. Literally overnight DTIS staff converted the entire Police vehicle fleet of over 320 vehicles and 370 Mobile Data Terminals so this technology could begin communicating with the City's new 9-1-1 Computer Aided Dispatch system. At the same time, the City's new 800 Mhz system was placed into operation for Police and 9-1-1 dispatch communications.

DTIS has upgraded the City's internet connection, which is now six times faster for both inbound and outbound internet traffic. The new internet connection serves the City's employees and the citizens' access to our web site. We have maintained 48 thousand feet of public safety wire and two thousand eight hundred radio and wireless devices. Four thousand five hundred and fifty fire alarm boxes have been tested and inspected. Two thousand seven hundred and seventy five street lighting system repairs were made. Three thousand eight hundred telecommunications moves, adds and changes have been executed. And, we have maintained the continuous operation of the City's three largest data centers, 24 hours per day, seven days a week, processing over one hundred million mainframe transactions.

As these numbers indicate, the Operations and Infrastructure division of DTIS plays an important role in keeping our city functioning. We look forward to continuing to design, deliver, and sustain the technology resources needed to meet the City's goals.

Hello, I am Ernie Jackson, President of the Telecommunications Commission. The Mayor and Board of Supervisors in Ordinance 293-96 created the Telecommunications Commission consisting of five voting members, and directed the Commission to “evaluate City policies and procedures affecting the provision of telecommunications services and the installation of telecommunications facilities within the City and develop a City Telecommunications Plan.” The ordinance further directed the Telecommunications Commission to develop the Plan with maximum public participation, including San Francisco residents, independent experts, telecommunications providers, and City departments.

I am happy to say that during this fiscal year, 2000-2001, the Commissioners and staff from the Department of Telecommunications and Information Services attended intensive workshops to formulate the goals, initiatives and policy recommendations that comprise the Proposed Telecommunications Plan.

In scope, this Plan focuses on the transmission of information - such as voice, data or video - rather than the creation, management or processing of information, which is the broader realm of information technology.

The plan addresses and guides the telecommunications needs of the public as well as the needs of city government. It establishes overall goals, proposes initiatives to achieve them, and recommends legislation for implementing the goals.

Regarding services offered to the public by providers in San Francisco, the City's authority over telecommunications issues is constrained by State and Federal law. While the underlying goals of this Plan are independent of any State or Federal legal restrictions, the initiatives and proposed policies recognize and are influenced by the constraints imposed by law.

The Plan is a framework for considering whether telecommunications initiatives are consistent with the goals. While the Plan looks to the future of telecommunications in San Francisco, it primarily reflects the current telecommunications landscape. It takes into consideration public input on telecommunications issues, the state of the telecommunications industry, the current regulatory environment, and the market for telecommunications services.

The Plan is not fixed, but will be evolving and amended over time. Consequently, this edition of the Plan can be used as a starting point for the public and decision-makers to recommend ways that the City change or refine its policies.

It is our intention to introduce this Plan to the public, including San Francisco residents, independent experts, telecommunications providers, and City departments, at a hearing in City Hall by the end of this year. After all the comments are forwarded to the Commissioners for their consideration, the Plan will be adopted by the Telecommunications Commission and forwarded to the Mayor and the Board of Supervisors, during the fiscal year 2001-2002.

Vision

The vision for the department is to be an enterprise information and technology services organization that provides proactive leadership in the use of technology and information solutions to improve the City's operations and service delivery.

Using technology to better serve the community



Guiding Principles

Although many policies, procedures, and rules direct our daily activities, the department has developed nine principles that guide both our day-to-day decision making and long term planning. These principles are:



Guiding Principles

- We are here to serve our customers including each other;
- We are stewards of the public's funds and trust so we must be ethical, resourceful, and selfless in all that we do;
- We are all working for the same cause, so be respectful, supportive, and demanding of each other;

Guiding Principles (Continued)

- Success is dependent upon our employees so professional development is a must for both soft and hard skills;
- Open, honest, constructive communication in all directions is key – up, down and sideways;

Guiding Principles (Continued)

- Decision making and problem solving are as close to the source as possible and “mistakes” are used as teachable moments so that they are not repeated;
- Decisions are made based on the organization’s values, goals, and defined decision making criteria and each of us are responsible and accountable for our actions;

Using technology to better serve the community

Guiding Principles (Continued)

- Today's decisions support tomorrow's needs so long term effects are considered over temporary, short-term gains; and
- Change is the only constant and it affects technology, processes, people, and organizational structures.

Department's Core Services

- Citizen Interactive Services
- E-Governance
- Application Portfolio Management
- End-user Support Services
- Communication Infrastructure Services and Support
- Business Integration and Transitional Support

Policy, Planning & Public Information Division

Goal

To act as the external department liaison and to be the source for information technology policy and planning.

Using technology to better serve the community

Purpose

Under the direction of the Deputy Director, the Policy, Planning and Public Information Division of the Office of the Director operates as an external liaison of the department as well as a resource for internal policy and research needs.

Key Objectives

- Provide impartial, thorough policy and planning recommendations that serve the public good.
- Consider the broader impact that local, regional, national issues may have on the rights of local governments and consumers.
- Invest in team members by sharing information and opportunities in order for all members to remain informed and valuable contributors.

Using technology to better serve the community

Core Services

- Franchise Management
- Legislative and Regulatory Analysis and Advocacy
- Policy Analysis and Development
- Consulting and Research
- Information Technology Planning
- Department Liaison and Public Information Office Operation

Using technology to better serve the community

Business Resources Division

Goal

To be the best, to excel at providing proactive enterprise business resources.

Using technology to better serve the community

Purpose

Provide business knowledge, advice, and services that enable DTIS to meet the needs of its constituencies – City Departments, the general public, and public and private organizations.

Key Objectives

- Provide the fundamental business support services and products that enable DTIS and clients to achieve their unique mission.
- Provide timely, accurate and easily understandable information, advice, and counsel to aid and improve decision making.

Key Objectives (continued)

- Create and implement policies and processes that ensure best practices are implemented and followed.
- Establish and maintain relationships that support a positive working environment
- Suggest and engage in cross-divisional problem-solving.
- Communicate, communicate, communicate.

Core Services

Planning

Safety

Financial Management

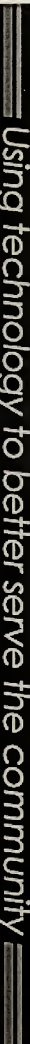
Human Resources

Contracts Management

Procurement

Administrative Services

Using technology to better serve the community



Technology Services Division

Goal

To be the best provider of technology solutions.

Purpose

To strategically implement technology solutions that enhance and support the City's delivery of services.

Key Objectives

- Assist the department in solving business problems through implementation of appropriate technology
- Implement projects within agreed upon timeframes
- Implement technology solutions free of defects

Key Objectives (continued)

- Ensure City workforce is able to make full use of technology tools.
- Employ best practices to ensure system and data integrity.
- Encourage participation in the democratic process by providing useful, informational and timely web content and cable programming.

Using technology to better serve the community

Key Objectives (continued)

- Provide City customers with automated tools to facilitate interaction with government.

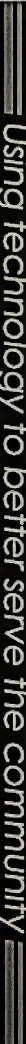
Core Services

Citizen Technology Services

Client Technology Services

Project Resource Management

Using technology to better serve the community



Operations and Infrastructure Division

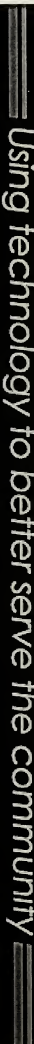
Goal

To be the leader in providing a relevant and reliable technology environment.

Using technology to better serve the community

Purpose

To architect, deliver, and sustain technology resources needed to meet citywide goals.



Using technology to better serve the community

Key Objectives

- Provide best practices in planning, strategic use of IT resources, architecture, and customer service for improved service delivery.
- Develop a plan for consolidation to reduce redundant operations and infrastructure and maximize our resources for operational excellence.

Key Objectives (continued)

- Develop a scalable model and methodology for network architecture, enterprise services and other infrastructure to maximize our return on investment.
- Identify, design, and implement new technologies to improve and increase efficiency in operations.

Key Objectives (continued)

- Unify the division to work effectively within the division and with other divisions.
- Develop a strategic approach to solving the challenges with a broader, longer range outlook rather than short-term solutions.

Key Objectives (continued)

- Adopt a customer service approach throughout the entire division.

Department of Telecommunications and Information Services

Core Services

Customer Service & Technical Support

Enterprise Services

Network Technologies

Public Safety Operations

Security Operations

Using technology to better serve the community



Department of Telecommunications and Information Services

DTIS Employee Recognition Program

The Director's Achievement Award 2000
Bill Sawhney

Using technology to better serve the community

Department of Telecommunications and Information Services

DTIS Employee Recognition Program

Team of the year 2000

911 Network Operations Team

Voltaire Almendrala

Denise Merlo

Gus Riviera

Ron Veloria

Using technology to better serve the community

Department of Telecommunications and Information Services

DTIS Employee Recognition Program

Individual Awards

Eddie Ching

Mary Murphy

Using technology to better serve the community



Department of Telecommunications and Information Services

National Recognition for DTIS



Civic dot com magazine

Civic Fifty Award

CitySpan

Electronics Government Services



Using technology to better serve the community

Department of Telecommunications and Information Services

National Recognition for DTIS

CityWatch

Excellence in Programming Awards
Electronic Bulletin Board & Election
2000 Promotion

National Association of Telecommunications
Officers and Advisors

Using technology to better serve the community

Department of Telecommunications and Information Services

National Recognition for DTIS

Denise Brady, President-Elect
National Association of
Telecommunications Officers and
Advisors

Using technology to better serve the community

Department of Telecommunications and Information Services

National Recognition for DTIS

Liza Lowery

Chair, National E-Government Task Force
Vice-Chair, State of California's
Geographic Information Systems Council

Using technology to better serve the community

Department of Telecommunications and Information Services

Telecommunications Commission

**President Ernie Jackson wishes to thank
the following individuals for their
contribution to the Telecommunications Plan**

E. David Ellington, Commissioner & Past-President

Kim Bogen, Commissioner

Jan Masaoka, Commissioner

Bonnie Engel, Former Commissioner

John Lira, Former Commissioner

Liza Lowery, DTIS Executive Director

Brian Roberts, Sr. Regulatory Analyst

Using technology to better serve the community

